

Figure 1

High Level Process Description

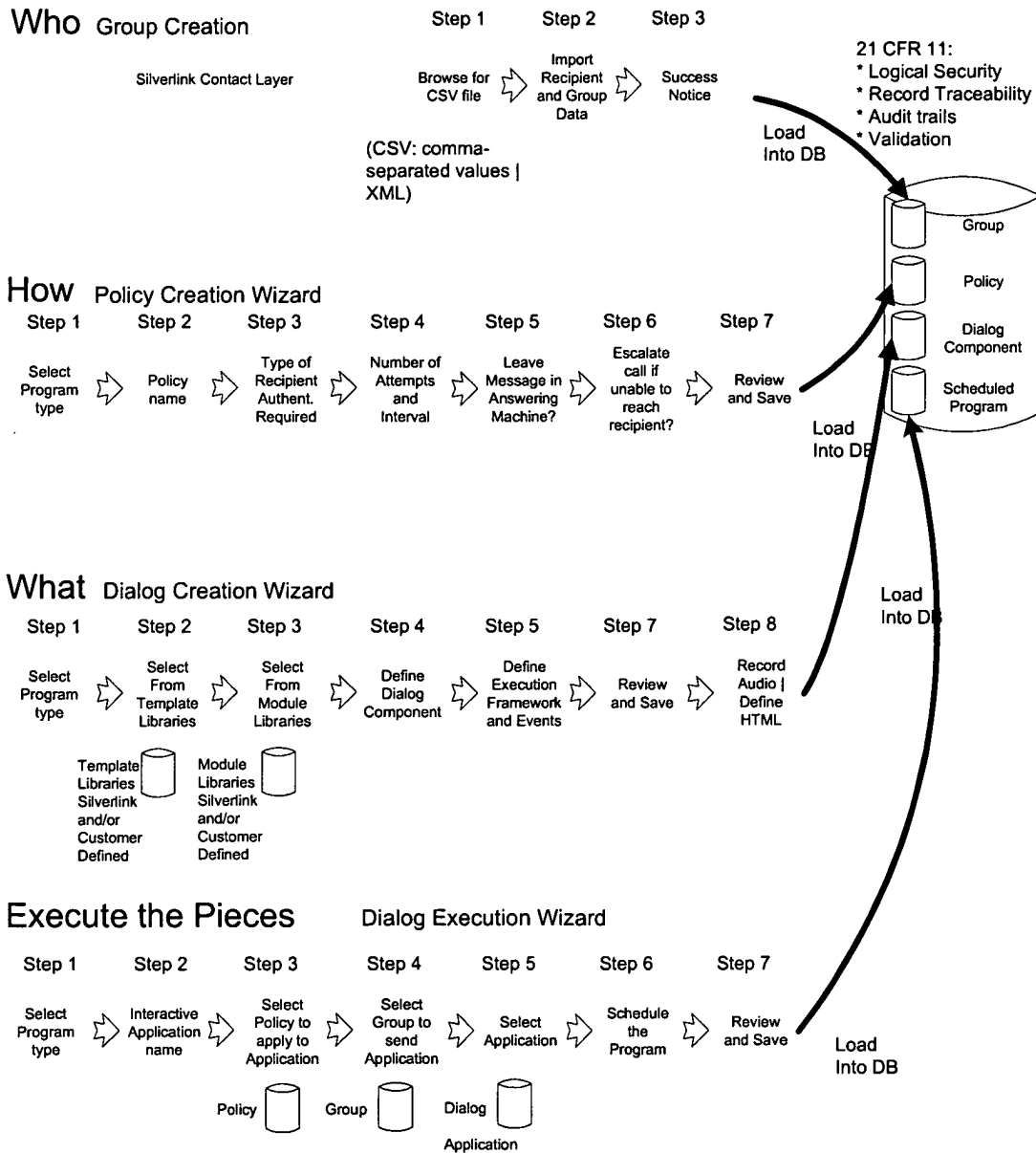


Figure 2

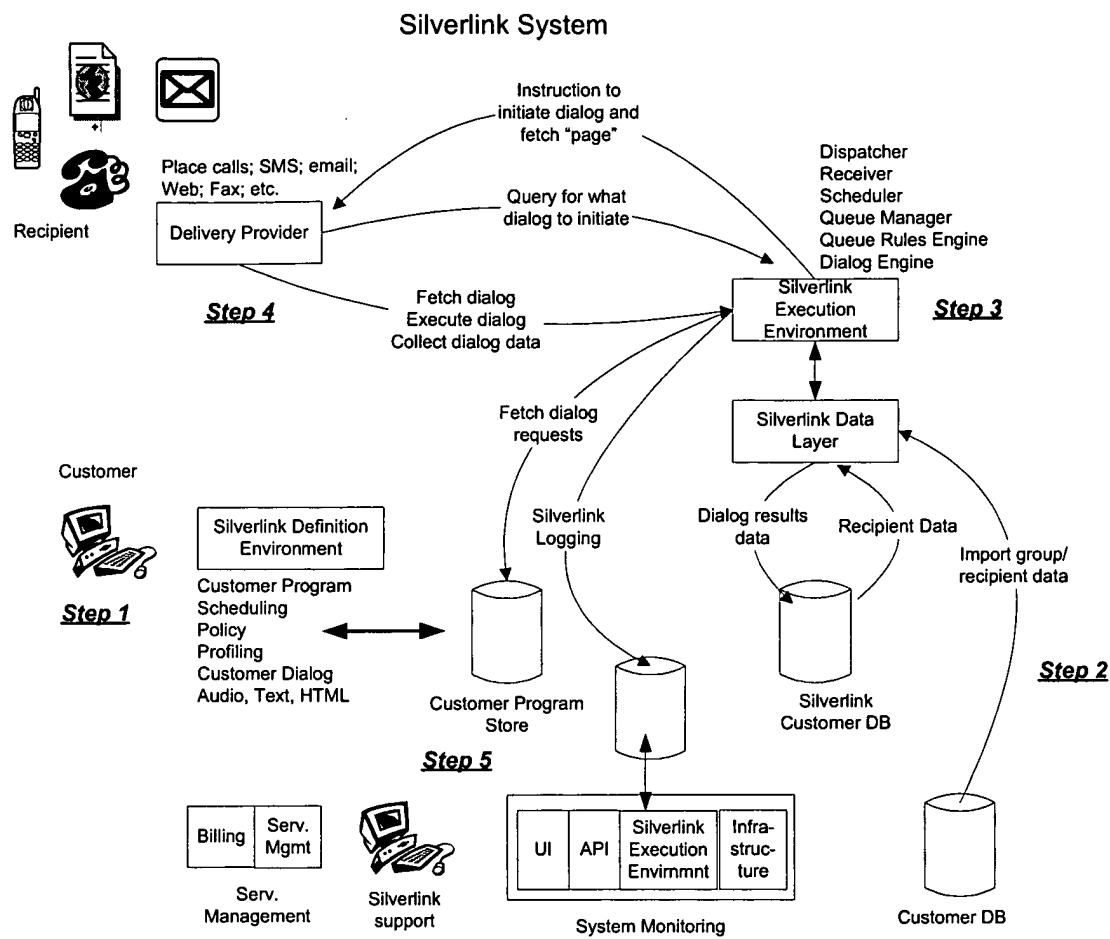


Figure 3

The screenshot shows the SAVVI 2.3 web application interface. At the top, there is a navigation bar with links: Home, My Silverlink, Account Management, and Logout. Below this, a breadcrumb trail reads: Home > My Silverlink > Bulk Imports > Import. The main heading is "Import Call Recipient Information". Below this, a text box prompts the user to "Please upload a file of Call Recipients". A detailed instruction states: "Import Call Recipient Information from a text file of comma-separated data in the following format: GroupName,PrimaryKey,Salutation,NameLast,NameFirst,Phone,Zip,PN,AuthWord,Prescriptions,Delimited,Custom1,Custom2,Custom3,Custom4,Property1,Property2,Property3,Property4,Property5,Property6,Property7,Property8,Property9,Property10". Below the instruction is a file upload area with a "Browse..." button and an "Import" button. To the right of the main content area, there is a sidebar with a "Silverlink" logo and a "Tip" section. The tip section contains two paragraphs: "Uploading a file of Call Recipients" and "Prescription Field". The "Uploading a file of Call Recipients" paragraph explains that multiple call recipients can be imported at once using a comma-separated text file, with specific requirements for file extension and field formatting. The "Prescription Field" paragraph describes a special function field used for prescription names during SAVVtcall, providing an example of how to format the data. Below the tip section, there is a "Delimited Field" section that explains how to use a special purpose field to import multiple prescription names, with an example of how to format the data. At the bottom of the page, there is a copyright notice for Silverlink Communications, Inc., dated 2003, and a logo for Thawte Secure Site.

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COMMUNICATIONS, INC.

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Home > My Silverlink > Bulk Imports > Import

Import Call Recipient Information

Please upload a file of Call Recipients

Import Call Recipient Information from a text file of comma-separated data in the following format:
 GroupName,PrimaryKey,Salutation,NameLast,NameFirst,Phone,Zip,PN,AuthWord,Prescriptions,Delimited,
 Custom1,Custom2,Custom3,Custom4,Property1,Property2,Property3,Property4,Property5,Property6,
 Property7,Property8,Property9,Property10

Notes:

- The Salutation field and all fields after ZIP are optional. These fields should be left blank if not used.
- All Call Recipients must have the same group name for the bulk loading of Call Recipients to work.
- The PrimaryKey field is critically important in that it identifies an individual within SAVVI. Each recipient must have a unique Primary Key regardless of which group the person is a member of. That is, if a Recipient's contact information is imported and then a second Recipient's information is imported with the same primary key, the first Recipient's information will be overwritten

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Silverlink

Uploading a file of Call Recipients

You can import multiple Call Recipients into SAVVI at once by uploading a comma-separated text file. The file must have the file extension ".txt" or ".csv" and each Call Recipient must be listed in the format shown. Note that there are no spaces between fields, and that each person's data has to be in a separate line.

Prescription Field

Special function field used to say prescription names during a SAVVtcall (e.g., "According to our records, your prescription of Viagra will be running out in the next few days").

Delimited Field

This special purpose field allows you to import multiple prescription names. A Looping Audio Component will use data from this field to ask the same question for as many items as may be present in the field (e.g., "Do you want to refill your prescription of Viagra? Do you want to refill your prescription of Viagra? Do you want to refill your prescription of Viagra?").

Figure 4

Google

Search Web

Search Site

News

PageRank

Page Info

Up

Highlight

Send

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Silverlink

Welcome Paulo Matos (SuperUser)

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[Home](#) » [My Silverlink](#) » [Policy Component Management](#) » [Create New Policy](#)

Call Type

Policy Name

Number of Attempts

Calling Schedule

Review & Save

Review & Save

Policy Details for "blah"

Policy Component name: blah

Call type: HealthCast

Number of delivery attempts: 2 attempts, with a 1 hour interval between attempts

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00AM - 9:00PM	8:00AM - 9:00PM	8:00AM - 9:00PM	8:00AM - 9:00PM	8:00AM - 9:00PM	8:00AM - 9:00PM	8:00AM - 9:00PM
10 concurrent calls	10 concurrent calls	10 concurrent calls	10 concurrent calls	10 concurrent calls	10 concurrent calls	10 concurrent calls

Everything looks good, save this policy.

Note: To change any Policy information, please click on the appropriate tab above.

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thawte

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Figure 5

Google - Search Web Search Site News PageRank Page Info Up Highlight

SAVVI™ 2.3 POWERED BY **Silverlink**

Welcome Pando Matos (SuperUser) Home | My Silverlink | Account Management | Logout

Home » My Silverlink » Audio Library » Create New Audio

Service Type Component Type Component Title Script Builder Preview & Save

Script Builder

Please enter your Audio Component script:

Our records indicate that your prescription of Lipitor will run out in the next two weeks. To ensure that you maintain a supply of this important medication, please allow us to refill your prescription today. To refill the prescription automatically, say "REFILL" after the chime.

Database Word
Select Database Word

Hotword

Sample Body Audio
Our records indicate that your prescription of Lipitor will run out in the next two weeks. To ensure that you maintain a supply of this important medication, please allow us to refill your prescription today. To refill the prescription automatically, say "REFILL" after the chime. To speak to a call center representative, say "CALL CENTER". If you have already filled your prescription or no longer take this medication, say "CANCEL". Say refill, call center, or cancel now.

Use only letters, numbers, and basic punctuation (.,:;?) in your scripts. Special characters (e.g., '"') will be ignored by the application.

STANDARD

How do Body Audio Components work?

Body Audio Components are the main dialog building blocks in a SAVVical. Multiple Body Audio Components can be assembled together through hotwords to create an interactive dialog with the Call Recipient.

What are Hotwords?

Hotwords are words that cause SAVVI to start playing a new Audio Component. The sample audio on the left shows hotwords within an Audio Component.

only one recipient with a given primary key can exist. This field can have letters and numbers and can have multiple characters.

Figure 6

Google Search Web Search Site News PageRank Page Info Up Highlight

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Welcome Paulo Matos (SuperUser) [Home](#) | [My SilverLink](#) | [Account Management](#) | [Logout](#)

[Home](#) > [My SilverLink](#) > [Create New Call](#)

[Name and Type](#)
[Select Call Number](#)
[Select Policy](#)
[Group and Category](#)
[Recipient Selection](#)
[Policy Association](#)
[Scheduling](#)
[Review & Save](#)

Scheduling

Define a Call delivery window

Today's Date: July 18, 2003

Delivery Start Date:
 July 18 2003

End Date for Inbound Calls:
 August 1 2003


Use this date to designate the last day Call Recipients may call back to hear the SAWVCall (if they've been left an answering machine or unintended recipient message with instructions to call in.)

Daily delivery times are defined in the policy you selected.

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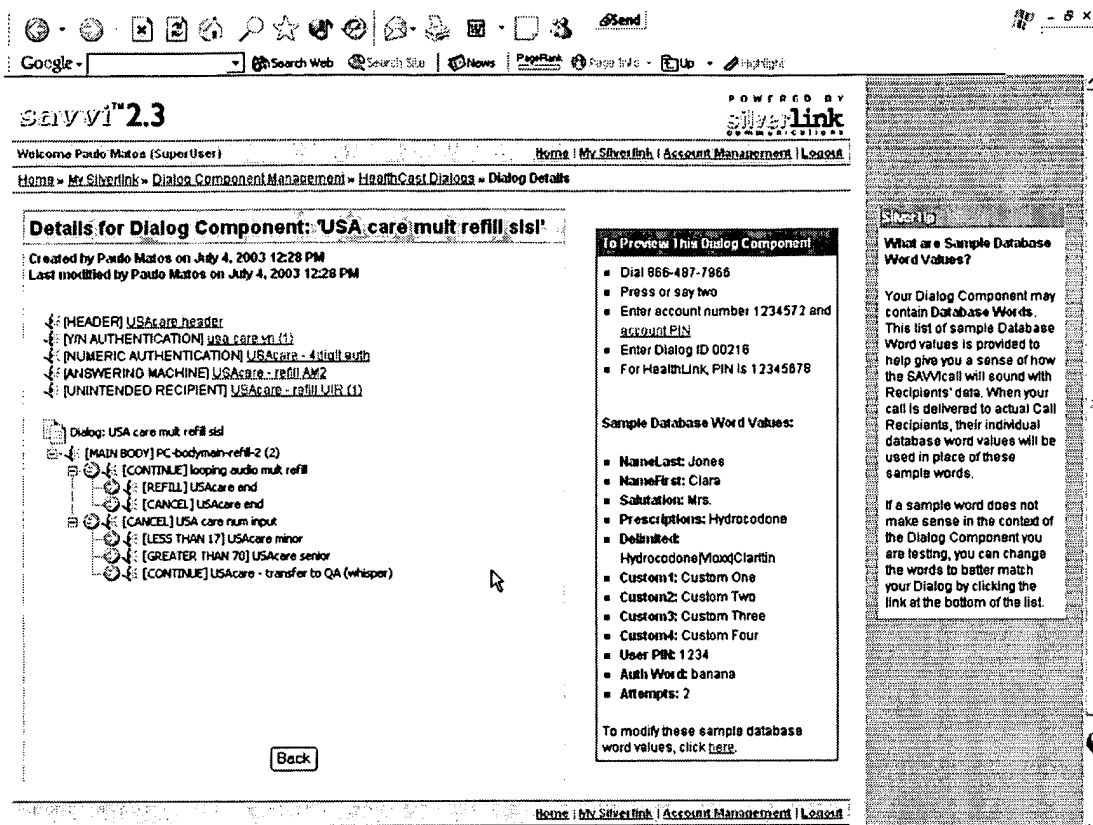
SilverLink

How long will it take for a call program to complete?
 The duration of a call program depends on several factors: the length of each call, the percentage of people reached during an attempt, the time window defined for call delivery, the size of the Call Recipient group, the number of concurrent calls, etc.

How should I set a delivery time window?
 If you have chosen a large group of Call Recipients and/or you indicate a narrow delivery window, delivery may have to be spread over multiple days. Please select the widest delivery window possible in order to ensure timely delivery.

Why would I want to limit the number of concurrent calls?
 If your dialog contains Call Transfer interactivity that allows Call Recipients to connect to a call center or other live person, you may need to limit the number of Call Recipients reached at one time to ensure that the call center can manage the volume of calls coming in.

Figure 7



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Call Details

Created by Paulo Matos on 2003-07-04 09:00:04
 Last modified by Paulo Matos on 2003-07-04 09:00:04

"Paulo test call 7-4a"
 Status: Completed
 Call Type: HealthCare
 Caller ID: Account Default
 Created By: Paulo Matos on 04-Jul-03 09:00 AM
 Last Modified By: Paulo Matos on 04-Jul-03 09:00 AM
 Delivery: USA, (12345678901)
 Policy: 12345678901
 Recipient Group: 12345678901
 Delivery: Starting Jul 4, 2003
 Message pickup expires on Jul 18, 2003

At any time, you may preview a Call by following these instructions:
 • Call 800-457-7864
 • Press or say one
 • Enter account number 12345678901
 • Enter Call ID 61300
 • For HealthLink, PIN is 12345678

Fri 18 Sat 19 Sun 20 Mon 21 Tue 22 Wed 23 Thu 24

Close

Generated by HealthLink

Initiation Metrics

Call Count

	1 Out	1 In	Total
Recipients Called	5	0	5
Total Calls Made	5	0	5
Recipients Remaining	0	0	0

Call Response

	1 Out	1 In	Total
Busy	0	0	0
No Answer	0	0	0
Call Forwarded	0	0	0
Answered	5	0	5
Answering Machine	0	0	0

Yes/No Authentication

	1 Out	1 In	Total
YN Auth Yes	5	0	5

Unintended Recipient

	1 Out	1 In	Total
UP: Loose Message	0	0	0
UP: No msg Received	0	0	0
UP: Abandoned Wait	0	0	0

Numeric Authentication

	1 Out	1 In	Total
Remark: Auth Pass	0	0	0

Content Metrics

PC-bodymain-refill-2 (2)

According to our records, one or more of your prescriptions are due for a refill. To hear a list of prescriptions you may refill today, please say "refill" after the chime. Otherwise, please say "cancel".

	1 Out	1 In	Total
cancel	1	0	1
refill	1	0	1

USA care num input

Thank you for calling. Before finishing this call, please tell us how old you are

	1 Out	1 In	Total
continue	0	0	0
greater than 70	1	0	1
less than 17	0	0	0

looping audio multi refill

Would you like to refill your prescription of [Dexamet]? Please say "refill" or "cancel".

	1 Out	1 In	Total
cancel	0	0	0
refill	1	0	1

Recipient Details

Select a recipient to view.









(GARY, LAWRENCE (Alias 1))
 (GUERSON, VICTOR (Alias 1))
 (GOLDSTEIN, JAMEN (Alias 1))
 (GOLDSTEIN, JAMEN, JAMES (Alias 1))

View Detail

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Figure 8

Figure 8A

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Review & Save

Call Details for "Test call2"

"Test call2"

Call Type: HealthCast
 Caller ID: Account Default
 Dialog: [USA care multirefill.sic](#)
 Policy: [Paulo test-7-4](#)
 Call Group: None
 Recipient Group: [Multiref-Paulo](#)
 Delivery: Starting Jul 18, 2003.
 Message pickup expires on Aug 1, 2003.

	Fri 18	Sat 19	Sun 20	Mon 21	Tue 22	Wed 23	Thu 24
SAN SAN 12 30 0000 0000							
Time Slot Account Policy Call							

Everything looks good. save this Call.

Note: if you need to change any information, please click on the appropriate tab above.

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Figure 9

Dialog Definition Environment

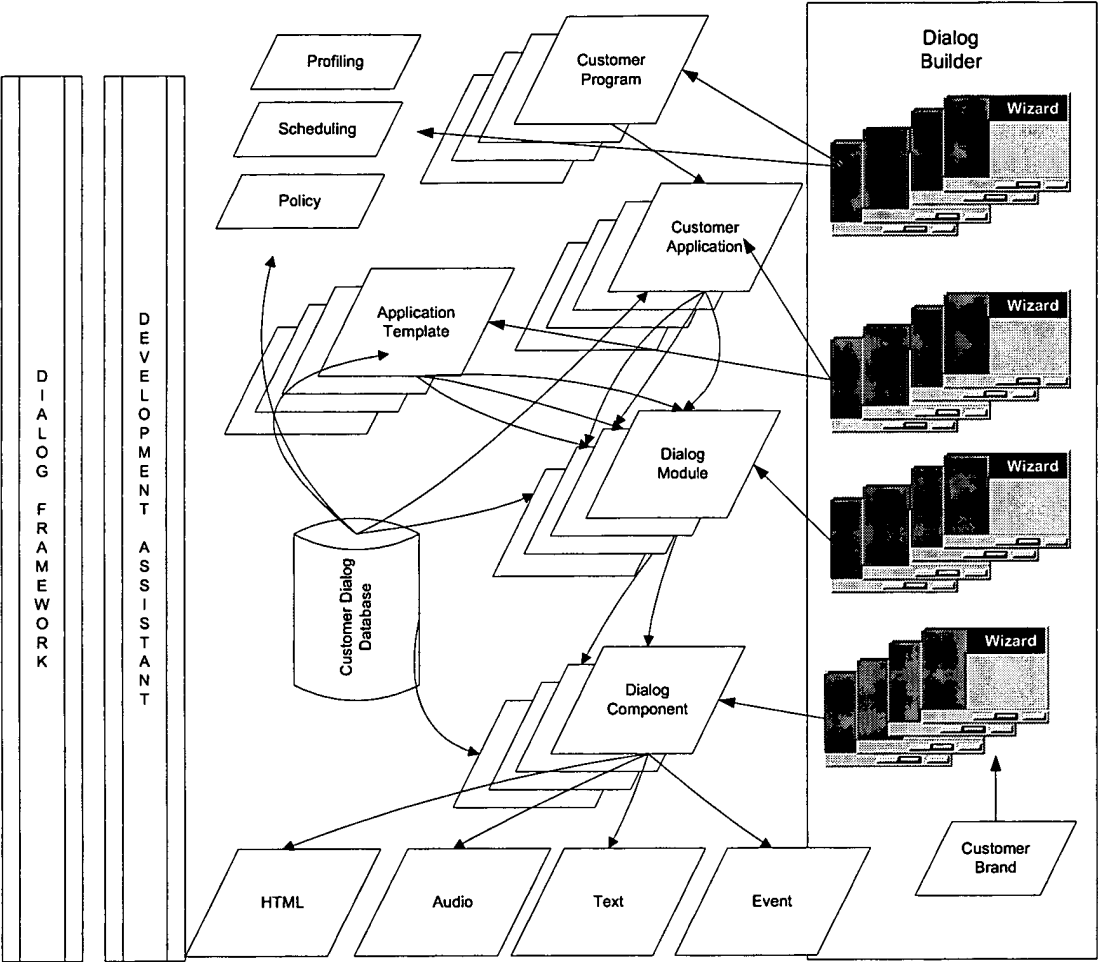


Figure 10

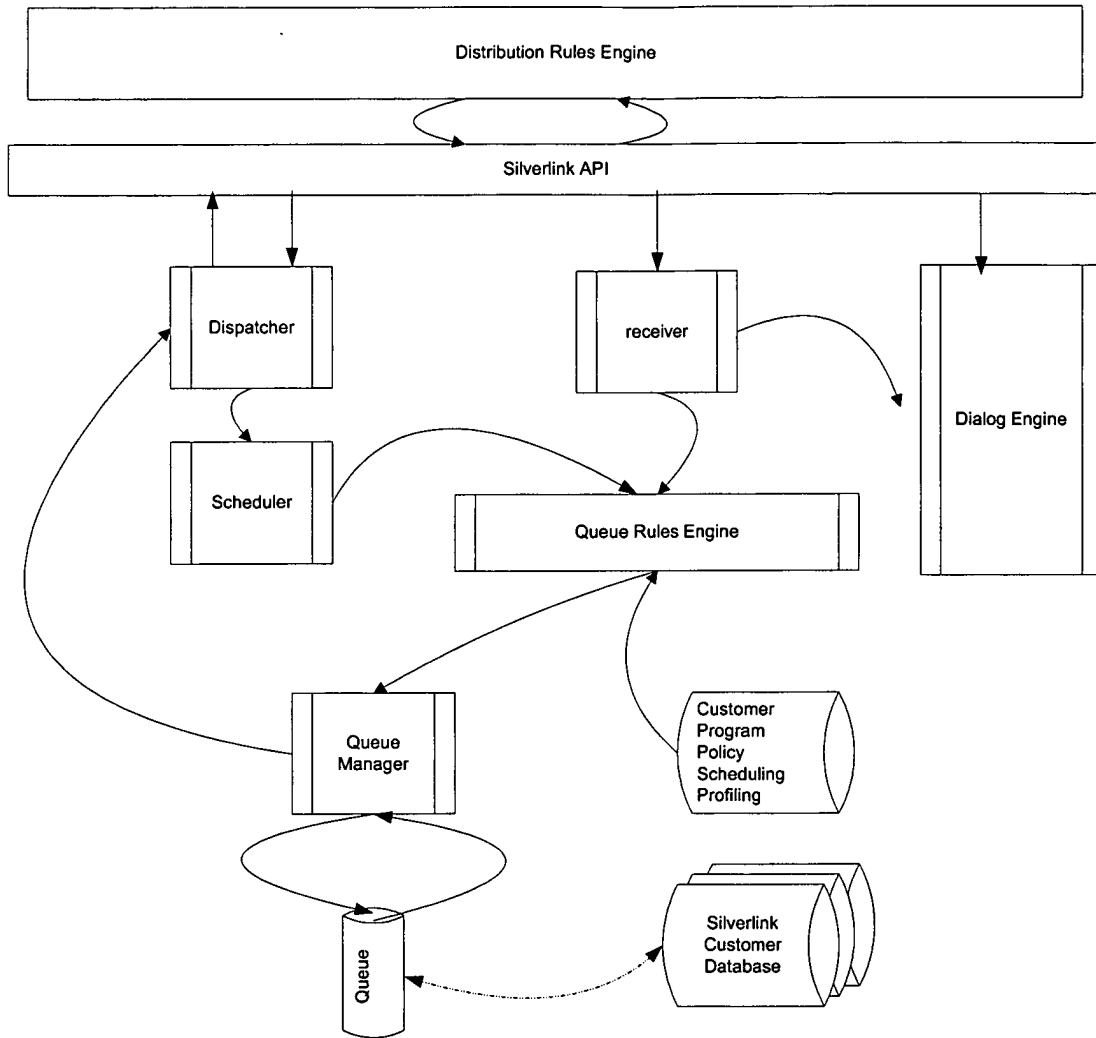
**Silverlink Execution Environment -
Dispatcher & Scheduler**

Figure 11

Silverlink contact Layer

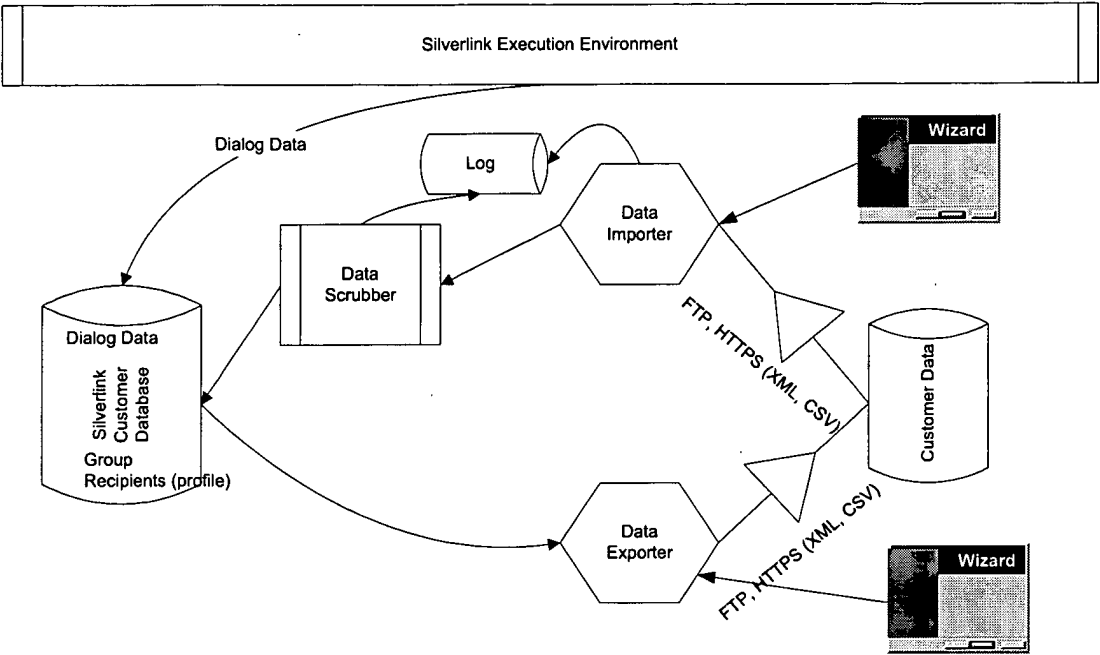
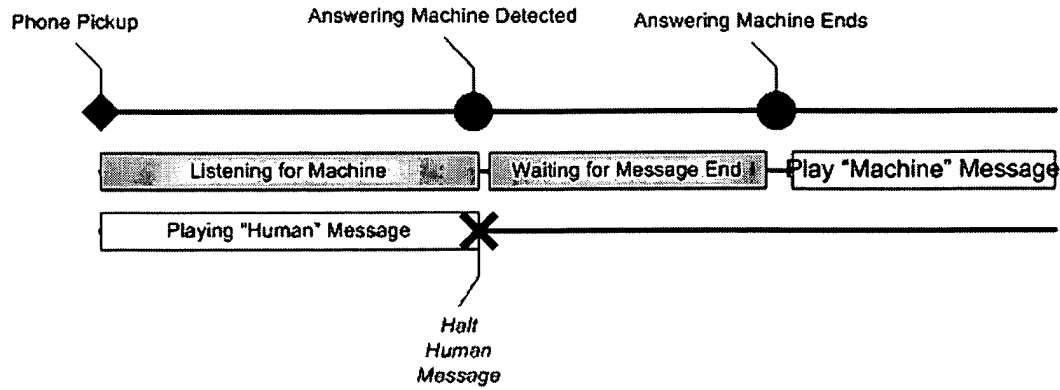


Figure 12

Message Timeline with Machine



Message Timeline with Human

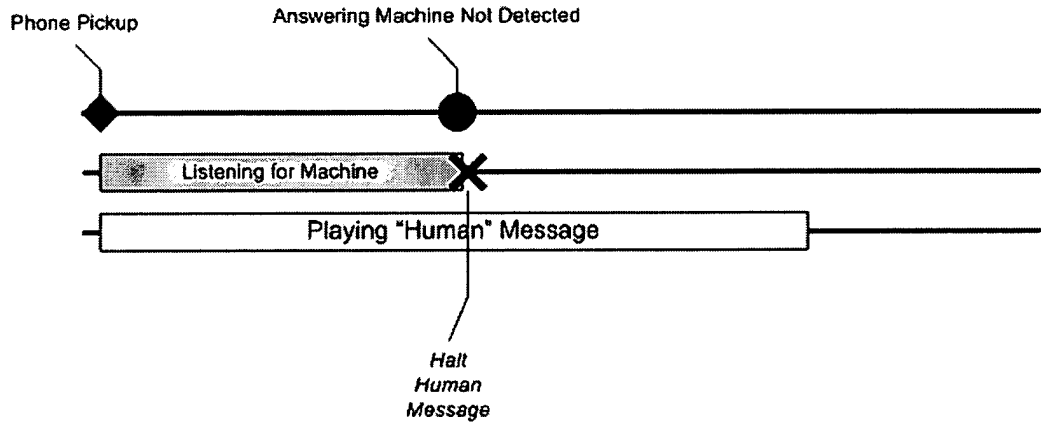
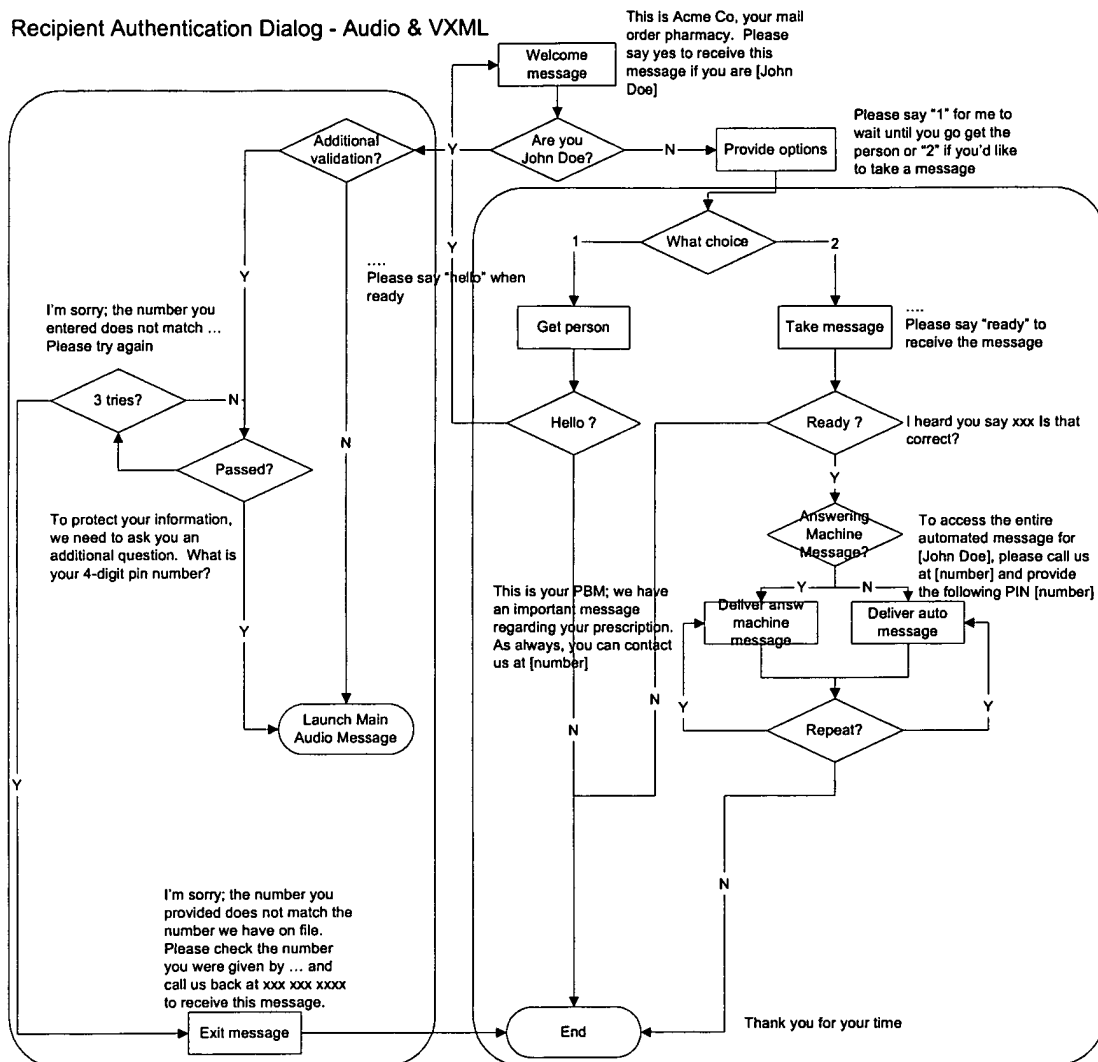


Figure 12 A

Recipient Authentication Dialog - Audio & VXML



If intended call recipient answers the call, the dialog decides whether a further validation is needed or not, execute the validation and then deliver the call message

If intended call recipient does not answer the call, allow person who answered call to take message or pause until intended call recipient is summoned to receive the call

Figure 13

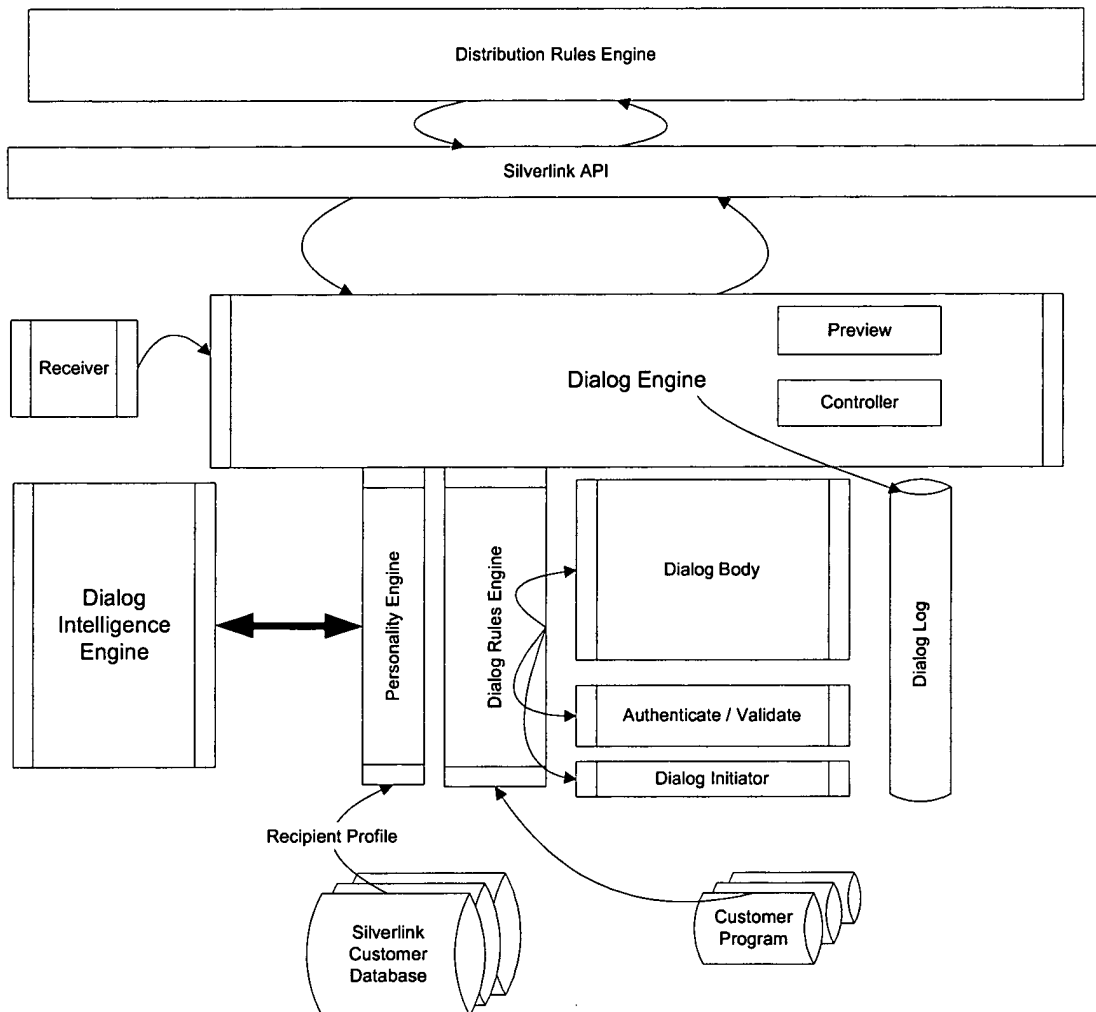
Silverlink Execution Environment -
Dialog Engine

Figure 14

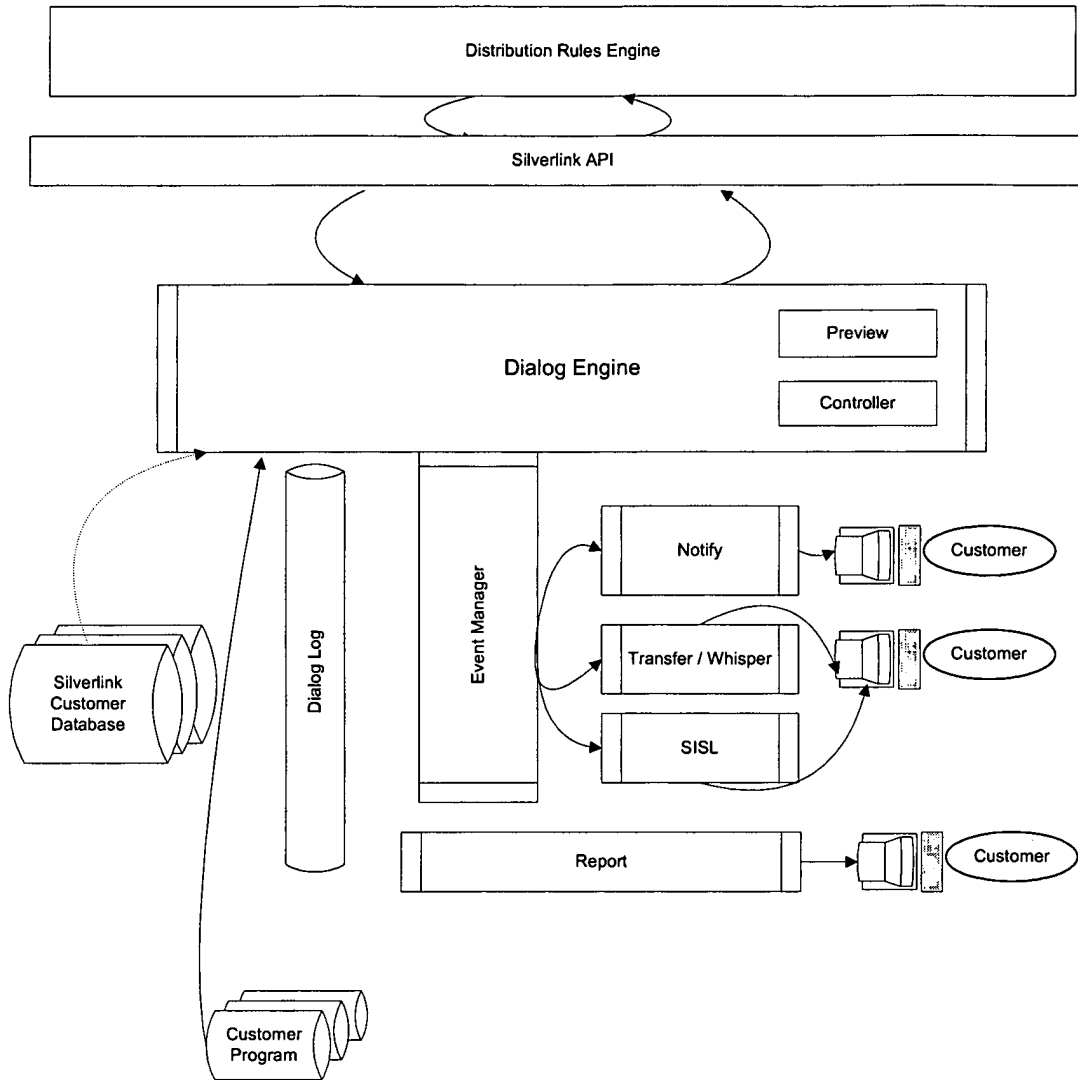
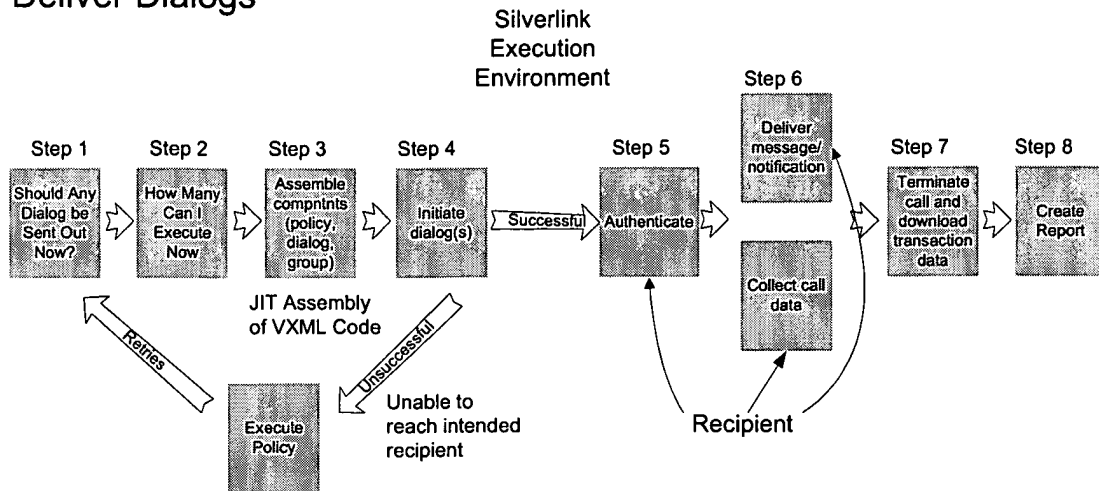
**Silverlink Execution Environment -
Customer Interaction**

Figure 15

Deliver Dialogs



Sample Call Flow Diagram

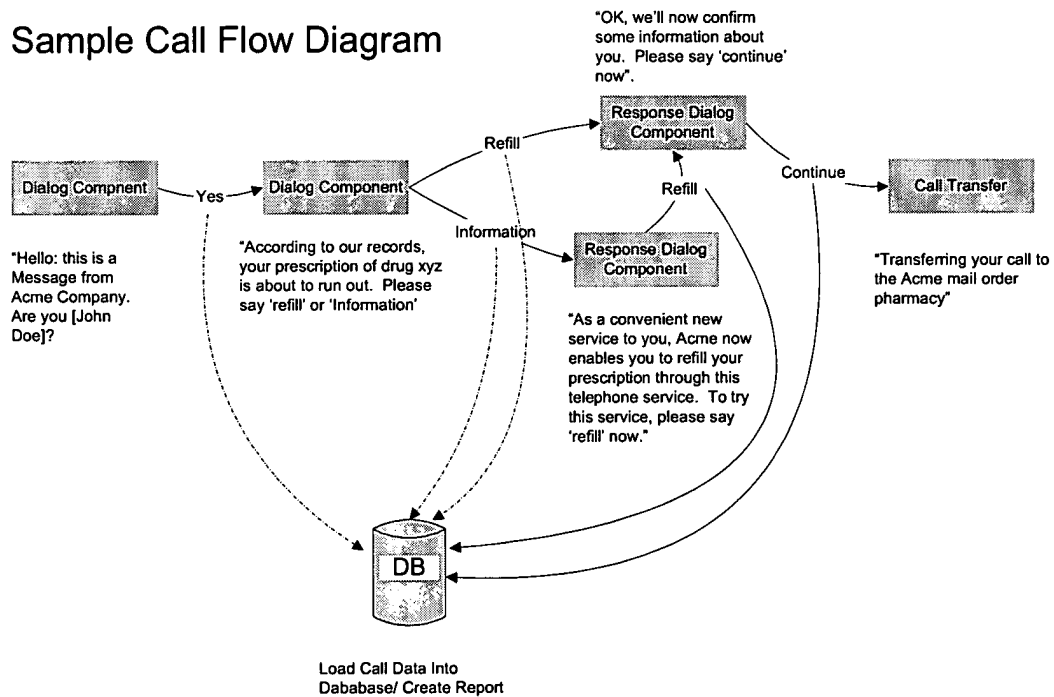


Figure 16

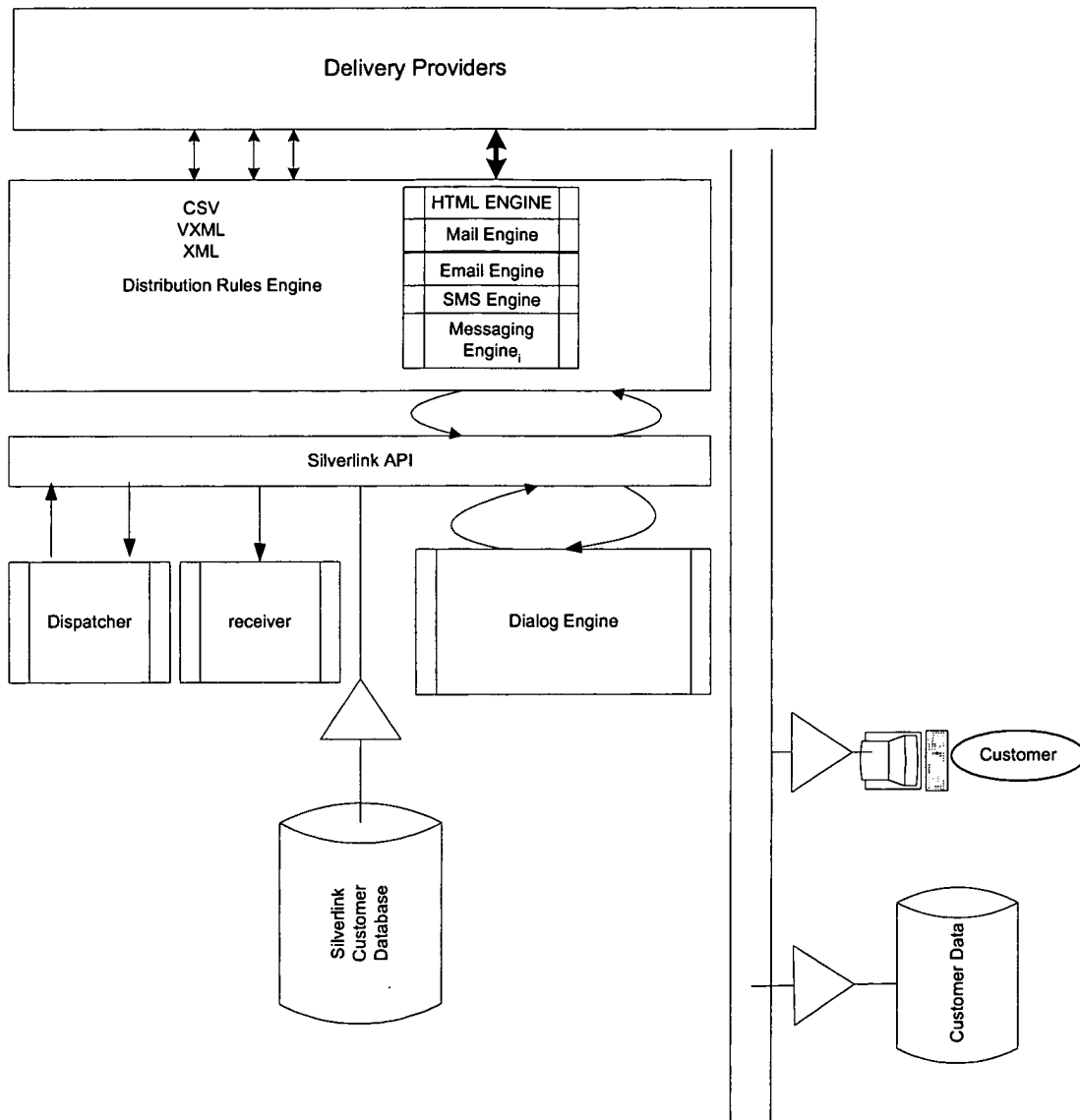
Silverlink Execution Environment -
Interface

Figure 17

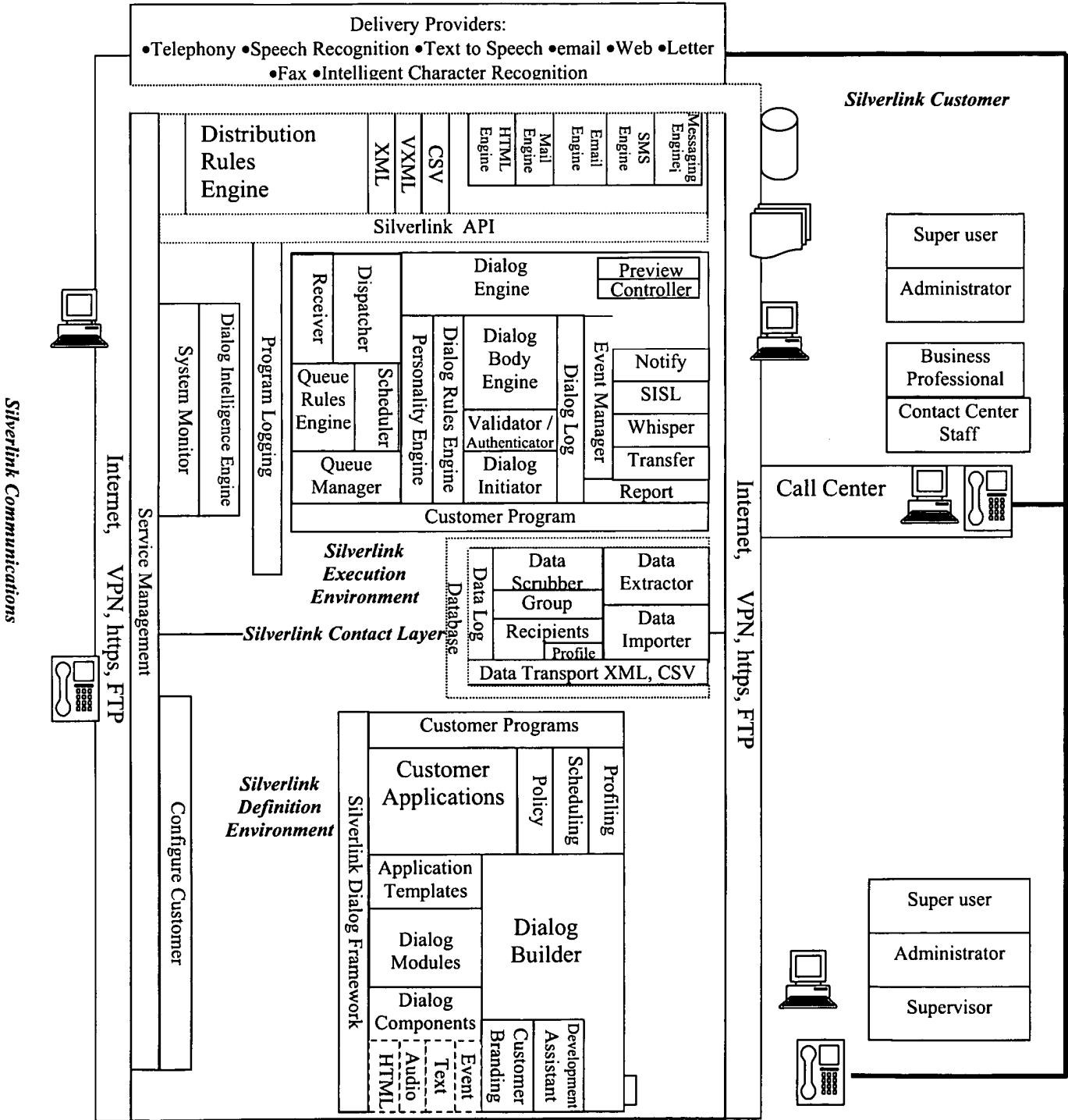
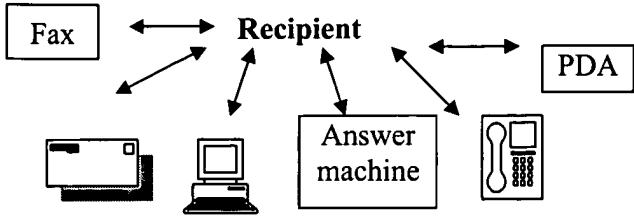


Figure 18

Assemble Application

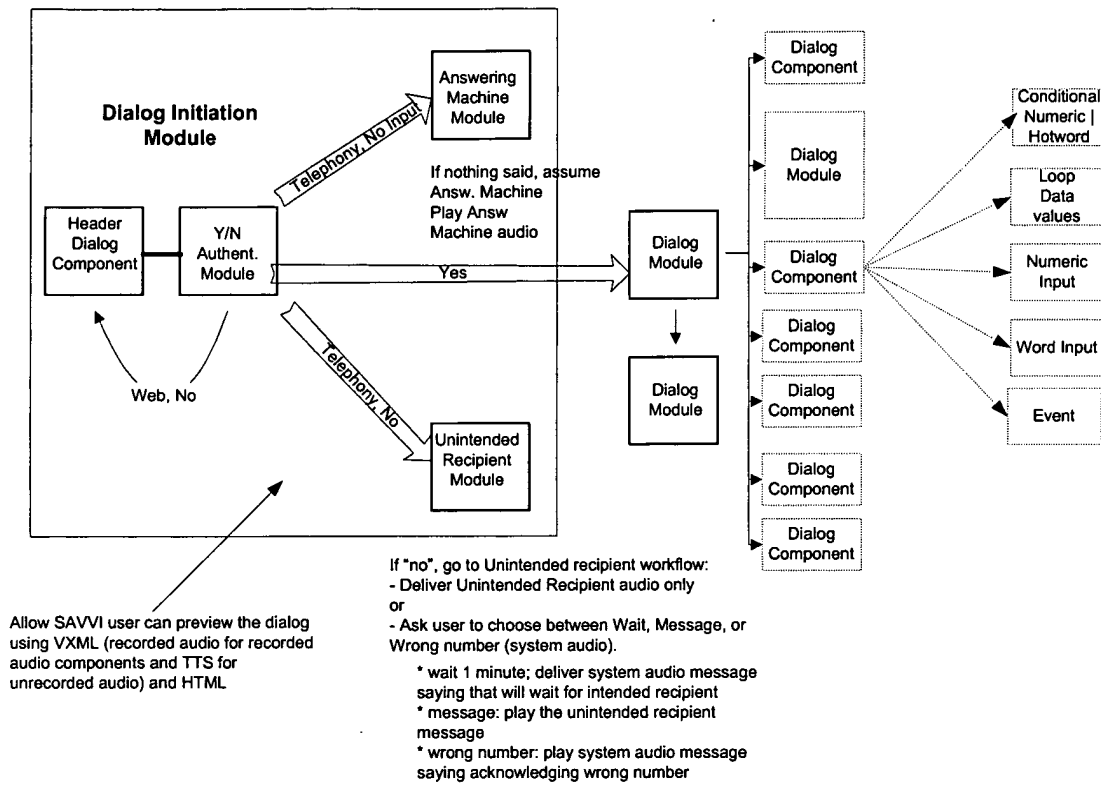


Figure 19

Silverlink Execution Environment -
System Monitoring

